

IN THE UNITED STATE PATENT AND TRADEMARK OFFICE

Applicant:	Harrison)	
)	Examiner: Nguyen, Cuong H.
Serial No.	08/919,450)	
)	Art Unit: 3625
Filed:	August 28, 1997)	
)	Attny Docket: 10547.15US1
Title:	System And Method For)	
	Computer-Aided Technician)	
	Dispatch And)	
	Communication)	

SUBSTITUTE RESPONSE TO OFFICE ACTION

SUBMITTED VIA FACSIMILE
(703) 746-5572

Assistant Commissioner for Patents
Washington, D.C. 20231

Dear Sir:

In response to the Office Action dated January 2, 2003, please enter the following in lieu of the previously filed response. This response is submitted to correct informalities noted in a phone call received from the Examiner.